



The Honorable Tom Wheeler, Chairman
Federal Communications Commission
445 12th Street, SW, Washington, DC 20554

August 23, 2016

Re: WT Docket No. 08-7

Dear Chairman Wheeler:

We, Inbox Health, are writing in support of the petition asking the Commission to prevent wireless carriers from blocking lawful, consented text messaging services.

Inbox Health uses text messaging in the following ways:

- To communicate with patients when they have an upcoming doctors appointment, and have requested SMS communication.
- To send balance reminders to patients who have requested to receive these reminders be sent by SMS.
- To facilitate patient check-in by sending an SMS with a link, when patients have requested to check-in on their smart phone.

Inbox Health and our users have been impacted by message filtering in the following ways:

- Patients who request to receive a communication do not receive it, this results in confusion and frustration on the part of the customer and consumer.
- A patient may request that a link be sent to them when they arrive in the doctor's office, so they can check-in for their visit. The staff member triggers an SMS to this patient, and they never receive it. This patient then must copy down a long URL to be able to log in.
- A patient may request that they receive their bill via SMS. In many cases, the carrier will block this message, though it was requested by the consumer. This patient will then need to receive a statement through another communication channel, costing time and money to the consumer and our customer.
- SMS allows fast communication with patients in a format that makes them very easy for a consumer to use. It is the preferred communication method, and the consumer is clearly harmed by blocking message that they have requested.



In light of the recent court decision on the Open Internet Order, the FCC's authority to prevent anti-competitive behavior is clear. We urge you to take prompt action to prevent further blocking.

Consumers should have unimpeded access to lawful content that they've opted in to receive, regardless of communication method.

Consumers should have the right to choose with whom and how they communicate, not their wireless carriers.

The current carrier practices regarding the blocking of messages haven't kept pace with innovation are arbitrary and discriminatory at best, and would be direct violations of Title II if applied to Internet access, voice or IP messaging.

One year after the Open Internet Order, it's now clear: Title II classification fosters technological innovation and competition among businesses, developers and organizations.

Text messaging is the preeminent means of communication and should receive the same protections as voice and broadband.

We urge the Commission to support the principles of innovation and consumer choice embodied in the Open Internet Order by applying the same protections to text messaging.

Sincerely,
Blake Walker
Inbox Health, Corp.